

County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES

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JUL 17 2008

July 8, 2008

Ramon Lopez, Chief
Civil Rights Bureau
Human Resources Management Division
California Department of Social Services
744 P Street, MS 15-70
Sacramento, CA 95814

Dear Mr. Lopez:

CIVIL RIGHTS COMPLIANCE REVIEW ON MARCH 24 - 27, 2008

Enclosed is the Department's response to the corrective actions/recommendations cited in the Civil Rights Compliance Review report for the Los Angeles County Department of Public Social Services for reviews conducted during the week of March 24 - 27, 2008.

We agree with the overall findings and recommendations contained in the report. Currently, we have implemented five of the nine corrective action requirements. The remaining four are targeted for implementation as follows: one is targeted for July 31, 2008, two for August 29, 2008, and one for April 30, 2009.

Should you require additional information, your staff may contact Joan Reyes at (626) 927-5300.

Sincerely,

Philip L. Browning
Director

Enclosure

PLB:wb

**DEPARTMENT OF PUBLIC SOCIAL SERVICES
2008 CIVIL RIGHTS COMPLIANCE REVIEW
CORRECTIVE ACTIONS RESPONSES**

FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

Facility Location # 1: South Family District

CORRECTIVE ACTION (1)

Facility Element:

Parking:

According to staff, a work order has been submitted to provide this directional signage. Follow-up is necessary to ensure completion.

RESPONSE

DPSS agrees with the recommendation. DPSS will ensure the availability of signage that directs participants to designated accessible parking.

STATUS

Target Implementation Date: August 29, 2008

CORRECTIVE ACTION (2)

Facility Element:

Parking:

Access aisles are to be 18' x 5' minimum for cars. (CA T24 1129B.4.1 & 2; ADA 4.6.3)

RESPONSE

DPSS agrees with the recommendation. DPSS will provide access aisles to the parking spaces.

STATUS

Target Implementation Date: July 31, 2008

CORRECTIVE ACTION (3)

Facility Element:

Parking:

"No Parking" is to be painted on the ground in each 5' or 8' aisle in white letters no smaller than 12". (CA T24 1129B.4.1 & 2)

RESPONSE

DPSS agrees with the recommendation. DPSS painted the words "No Parking" on the ground in each 5' and 8' loading and unloading access aisle in white letters with 12."

STATUS

Implemented: May 3, 2008

CORRECTIVE ACTION (4)

Facility Element:

Building Entrance:

Ongoing adjustments are necessary to maintain door pressure as close to the 5 pounds required for accessible buildings. Force to open doors, exterior and interior, shall be 5 pounds maximum [CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)]

RESPONSE

DPSS agrees with the recommendation. DPSS adjusted exterior and interior doors to require no more than 5 lbs. of pressure to open.

STATUS

Implemented: May 10, 2008

CORRECTIVE ACTION (5)

Facility Element:

Restrooms:

Adjustments are needed. Force to open doors, exterior and interior, shall be 5 pounds maximum [CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)]

RESPONSE

DPSS agrees with the recommendation. DPSS adjusted exterior and interior doors to require no more than 5 lbs. of pressure to open.

STATUS

Implemented: May 10, 2008.

CORRECTIVE ACTION (6)

Facility Element:

Interview Booth:

Minimum seating knee space is to be 27" high, 30" wide and 19" deep. (CA T24 1122B.3, ADA 4.32.3)

RESPONSE

DPSS agrees with the recommendation. DPSS will adjust seating knee space in the interview booth to be 27" high, 30" wide and 19" deep.

STATUS

Target Implementation Date: August 29, 2008

Facility Location # 3: Chatsworth IHSS Office

CORRECTIVE ACTION (7)

Facility Element:

Building Entrance:

Ongoing adjustments are necessary to maintain door pressure as close to the 5 pounds required for accessible buildings. Force to open doors, exterior and interior, shall be 5 pounds maximum [CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)]

RESPONSE

DPSS agrees with the recommendation. DPSS adjusted exterior and interior doors to require no more than 5 lbs. of pressure to open.

STATUS

Implemented: June 18, 2008

CORRECTIVE ACTION (8)

Facility Element:

Restrooms:

Ongoing adjustments are necessary to maintain door pressure as close to the 5 pounds required for accessible buildings. Force to open doors, exterior and interior, shall be 5 pounds maximum [CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)]

RESPONSE

DPSS agrees with the recommendation. DPSS adjusted exterior and interior doors to require no more than 5 lbs. of pressure to open.

STATUS

Implemented: June 18, 2008

Provision of Written Language Services/Use of Translated Forms

CORRECTIVE ACTION (9)

LEADER System enhancements are needed to ensure that Los Angeles County DPSS provides appropriate and timely translated materials in the clients' primary languages when those materials are translated by CDSS. Div. 21-115.2

RESPONSE

DPSS agrees with the recommendation. A LEADER System threshold language project has been initiated to ensure that appropriate and timely translated materials in the clients' primary languages are provided. Automation to load Notices of Actions/Forms is in development and samples for loading, indexing and testing are in progress.

STATUS

Target Implementation Date: April 30, 2009